Avaya B5800 Branch Gateway Solution Overview

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Contents

Chapter 1: B5800 Branch Gateway overview 7
- Management 7
- Voicemail support options 9
- System components 9
- Supported telephones 12
- New in this release 15

Chapter 2: Roadmap 19
- High-level tasks for B5800 Branch Gateway and Avaya Aura® configurations 19
- High-level tasks for B5800 Branch Gateway and CS 1000 configurations 20
- Related resources 21
  - User guides for supported telephones 21
  - Additional documents for reference 26
  - Avaya Mentor videos 27
  - Web sites 27

Index 29

Chapter 1: B5800 Branch Gateway overview

The Avaya B5800 Branch Gateway is a flexible, cost-effective communications platform for enterprise branch offices. It enables access via SIP to Avaya Aura® Session Manager in the enterprise center, optional access to centralized PSTN trunking, and access to centralized applications, such as conferencing, messaging, and more. The B5800 Branch Gateway solution provides centralized management by Avaya Aura® System Manager and centralized licensing by WebLM.

B5800 Branch Gateways are deployed in the distributed branch user model. In the distributed branch user model, call processing for the branch phones is provided locally. Non-IP phones are connected to the B5800 Branch Gateway and IP and certain SIP endpoints (not including the Avaya 9600 SIP phones) can be administered with B5800 Branch Gateway as their controller (see Supported telephones on page 12 for more information). Access to and from the rest of the Avaya Aura® network is via the B5800 Branch Gateway system's Avaya Aura® Session Manager link across the enterprise WAN. This connection allows for VoIP connectivity to other B5800 Branch Gateway systems, to centralized PSTN trunking, and to centralized applications such as conferencing and Avaya Aura® Messaging. The centralization capability is based primarily on the infrastructure at the enterprise core. The local B5800 Branch Gateway can be accessed as a SIP gateway connected to the core Avaya Aura®Session Manager to provide access to local PSTN trunks and services when required.

Beginning in R6.2, B5800 Branch Gateway is supported in an Avaya Communication Server 1000 (CS 1000) configuration. B5800 Branch Gateway can be deployed as a new branch in an existing CS 1000 configuration or as a replacement for Business Communications Manager (BCM) as a branch office in a CS 1000 branch office model. In these deployments, B5800 Branch Gateway operates as a distributed branch.

Integration of the B5800 Branch Gateway for a Communication Server 1000 configuration and for an Avaya Aura configuration is provided in separate documents. For more information, see:

- *Implementing the Avaya B5800 Branch Gateway for a Communication Server 1000 Configuration*, document number 03-604053
- *Implementing the Avaya B5800 Branch Gateway in an Avaya Aura® Configuration*, document number 18-603853

Management

The primary method for configuring and managing the branches in a B5800 Branch Gateway system is centrally using Avaya Aura® System Manager R6.2. Avaya Aura® System Manager is a central management system that delivers a set of shared management services and a

common console for different components of the Avaya Aura® solution. System Manager provides a single access interface to administer multiple branch locations and multiple distributed B5800 Branch Gateway users. System Manager also launches IP Office Manager in the appropriate mode where you can remotely administer individual B5800 Branch Gateways.

As an alternative to System Manager, you can use IP Office Manager that is directly connected to the B5800 Branch Gateway to configure a branch locally when you need to administer an isolated branch or System Manager is not available. IP Office Manager is an application for viewing and editing a B5800 Branch Gateway system's configuration. It is included in the B5800 Branch Gateway administration software suite. Manager is an off-line editor. It receives a copy of the system's current configuration settings. After changes are made to that copy and the file is saved, Manager automatically sends the file back to the system for those changes to become active.

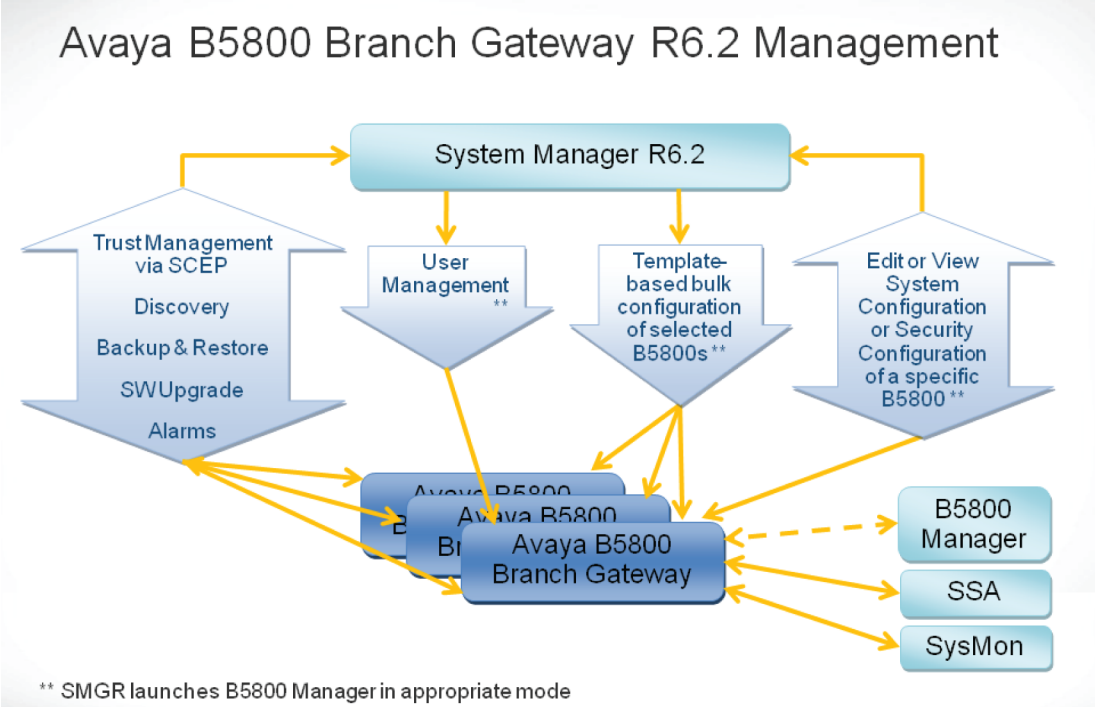
Avaya Aura® System Manager

Using Avaya Aura® System Manager R6.2, you are able to:

- Upgrade B5800 Branch Gateway systems.
- Add B5800 Branch Gateway devices from the network to System Manager.
- Create B5800 Branch Gateway endpoint templates that are used to create B5800 Branch Gateway users. These templates can be edited, duplicated, or deleted.
- Create B5800 Branch Gateway system configuration templates that can be applied to selected B5800 Branch Gateway systems. These templates are used for initial device provisioning. These templates can be edited, duplicated, or deleted.
- Upload and convert audio files to System Manager to be used in the B5800 Branch Gateway System Configuration Auto Attendant feature.
- Manage B5800 Branch Gateway system configurations. From System Manager, you are able to launch IP Office Manager to view or edit a system configuration. With this feature, you make changes to the B5800 Branch Gateway device through System Manager. You are able to apply the changes immediately or schedule the changes to run at a specified time.
- Manage B5800 Branch Gateway security configuration. From System Manager, you are able to launch IP Office Manager to view or edit a system security configuration. With this feature, you make changes directly to the B5800 Branch Gateway device.
- Create B5800 Branch Gateway user templates. These templates can be edited or deleted.
- Perform a B5800 Branch Gateway backup with the option of storing the backup output in System Manager or creating a local backup where the system stores the backup output on the local storage attached to the B5800 Branch Gateway device.
- Perform a B5800 Branch Gateway restore. This feature allows you to restore:
  - a saved B5800 Branch Gateway system configuration onto a B5800 Branch Gateway from System Manager.
  - a backup of a B5800 Branch Gateway system configuration onto a B5800 Branch Gateway from the device SD card.
  - users from System Manager to the B5800 Branch Gateway.

- a saved B5800 Branch Gateway system configuration and user from System Manager onto a B5800 Branch Gateway.

• View events and alarms regarding various operations that occur on the B5800 Branch Gateway.



Voicemail support options

B5800 Branch Gateway supports a range of options for voicemail services to the branch's native users. It supports Embedded Voicemail for native branch users and auto attendants to service local PSTN trunks. Standalone Voice Mail is also available for B5800 Branch Gateway systems when additional port capacity is required. Centralized voice messaging systems, Avaya Aura® Messaging, Modular Messaging over SIP, or CallPilot (for CS 1000 deployments) can also be configured. When using any of the centralized voice messaging systems, you are still able to use Embedded Voicemail or Standalone Voice Mail at each branch to provide auto-attendant operation and announcements for waiting calls.

System components

The B5800 Branch Gateway system is comprised of the following hardware components.

• **B5800 Branch Gateway control unit** — B5800 Branch Gateway is supported on the IP500v2 platform or on the B5800 Branch Gateway hardware platform which is based on

IP500v2. The B5800 Branch Gateway control unit stores the system configuration and performs the routing and switching for telephone calls and data traffic. It includes 4 slots for optional base cards to support trunk and phone extension ports. The slots are numbered 1 to 4 from left to right. They can be used in any order; however, if the capacity for a particular type of card is exceeded, the card in the right-most slot will be disabled.

- **B5800 Branch Gateway System SD card** — The B5800 Branch Gateway System SD card is a specific Avaya SD card that is required. It determines the system operation as B5800 Branch Gateway. It is uniquely numbered and has a serial number that must be used as the Host ID in the PLDS license file if the B5800 Branch Gateway is operating with an individual license file and not with WebLM licensing. The B5800 Branch Gateway System SD card also provides Embedded Voicemail support and storage for system software files. The card fits into a slot in the rear of the control unit.
- **Base cards** — The control unit has slots for up to 4 base cards. The base cards are used to add analog extension ports, digital extension ports, and voice compression channels. Each base card includes an integral front panel with ports for cable connections. The following base cards are supported:
  - **Digital station base card** — This card provides 8 digital station (DS) ports for the connection of Avaya digital phones other than IP phones. The card can be fitted with a trunk daughter card which uses the base card ports for trunk connection. A maximum of 3 digital station base cards are allowed per control unit.
  - **Analog phone base card** — This card is available in two variants, supporting either 2 or 8 analog phone ports. The card can be fitted with a trunk daughter card which uses the base card ports for trunk connection. A maximum of 4 analog phone base cards are allowed per control unit. The analog phone ports do not include a ringing capacitor. Where this is a requirement, connection should be via a Master socket containing ringing capacitors. If fitted with an analog trunk daughter card, during power failure phone port 8 is connected to analog trunk port 12.
  - **VCM base card** — This card is available in variants supporting either 32 or 64 Voice Compression Channels (VCM) for use with VoIP calls. A maximum of 2 VCM base cards are allowed per control unit. The card can be fitted with a trunk daughter card which uses the base card ports for trunk connection.
  - **4–port expansion base card** — This card adds an additional 4 expansion ports for external expansion modules. The card is supplied with four 2m yellow interconnect cables. This card does not accept any trunk daughter cards. A maximum of 1 4–port expansion base card is allowed per control unit (right-hand slot 4 only). See External expansion modules on page 11 for a list of the supported external expansion modules.
  - **BRI combination card** — This card provides 6 digital station ports (1-6), 2 analog extension ports (7-8) and 2 BRI trunk ports (9-10, 4 channels). The card also includes 10 VCM channels. This card has a pre-installed BRI trunk daughter card. A maximum of 2 BRI combination cards of any type are allowed per control unit.
  - **ATM combination card** — This card provides 6 digital station ports (1-6), 2 analog extension ports (7-8) and 4 analog trunk ports (9-12). The card also includes 10 VCM channels. This card has a pre-installed analog trunk daughter card. A maximum of

2 ATM combination cards of any type are allowed per control unit. The analog phone ports do not include a ringing capacitor. Where this is a requirement, connection should be via a Master socket containing ringing capacitors. If fitted with an analog trunk daughter card, during power failure phone port 8 is connected to analog trunk port 12.

- **TCM 8 card** — This card provides 8 digital station ports (1-8).

• **Trunk daughter cards** — Most base cards can be fitted with a trunk daughter card to support the connection of trunks to the base card. The following trunk daughter cards are supported:

- **Analog trunk card** — This card allows the base card to support 4 analog loop-start trunks. The analog phone ports do not include a ringing capacitor. Where this is a requirement, connection should be via a Master socket containing ringing capacitors. If fitted with an analog trunk daughter card, during power failure phone port 8 is connected to analog trunk port 12. A maximum of 4 analog trunk cards are allowed per control unit.
- **BRI trunk card** — This card allows the base card to support up to 4 BRI trunk connections, each trunk providing 2B+D digital channels. The card is available in 2 port (4 channels) and 4 port (8 channels) variants. A maximum of 4 BRI trunk cards are allowed per control unit. For S-Bus connection, the card can be switched from To trunk mode to So mode. This mode requires additional terminating resistors and an ISDN crossover cable connection.
- **PRI trunk card** — This card allows the base card to support up to 2 PRI trunk connections. The card is available in single and dual port variants. The card can be configured for E1 PRI, T1 robbed bit, T1 PRI or E1R2 PRI trunks. A maximum of 4 PRI trunk cards are allowed per control unit. The B5800 Branch Gateway system supports 8 unlicensed B-channels on each IP500 PRI-U port fitted. Additional B-channels, up to the capacity of ports installed and PRI mode selected require Universal PRI (Additional Channels) licenses added to the configuration. These additional channels consume the licenses based on which additional channels are configured as in-service from port 9 of slot 1 upwards. D-channels are not affected by licensing.

• **Combination cards** — Combination cards are pre-paired base and trunk daughter cards. They provide 6 digital station ports, 2 analog phone ports, 10 VCM channels and either 4 analog trunk ports or 4 BRI channels (2 ports). The trunk daughter card cannot be removed or replaced with another type of trunk daughter card.

• **External expansion modules** — External expansion modules are used to add additional analog and digital ports. If the control unit is fitted with a 4–port expansion base card, then up to 12 external expansion modules are supported. The following external expansion modules are supported:

- **Analog trunk module** — This module rovides an additional 16 analog ports for connection of analog trunks. It supports both loop-start and ground-start trunks.

  - **BRI So8 module** — This module provides 8 ETSI BRI-So ports for the connection of ISDN devices. This module is not intended to support BRI trunks.
  - **Digital station module** — This module provides, depending on variant, an additional 16 or 30 DS ports for supported Avaya digital phones.
  - **Phone module** — This module provides, depending on variant, an additional 16 or 30 phone ports for analog phones.

- **Power supplies** — The control unit has an internal power supply unit. Each external expansion module is supplied with an external power supply unit. Additional power supply units may also be required for IP phones and some phone add-ons.
- **Power cords** — Depending on the locale, different power cords need to be ordered for each control unit, external expansion module, and any phones or devices using external power supply units.
- **Mounting kits** — The control unit can be used free-standing, with external expansion modules stacked above it. With optional rack mounting kits, the control unit and external expansion modules can also be rack mounted. Alternatively, with an optional wall mounting kit the control unit can be wall mounted. However, the control unit cannot support any external expansion modules when wall mounted.
- **Surge protectors and barrier boxes** — Where the installation includes extensions in other buildings, additional protective equipment is required. This equipment may also be required in areas where the lightning risk is high.
- **Phones** — B5800 Branch Gateway systems support a variety of Avaya digital and IP phones plus analog phones.
- **Application DVDs** — The B5800 Branch Gateway applications can be ordered on a number of DVDs. In addition they can be downloaded from the B5800 Branch Gateway section of the Avaya support web site (http://support.avaya.com).

Supported telephones

Telephone	Native extensions (local extensions operating in the distributed branch user model)
Analog	✔
1120E SIP	✔
1140E SIP	✔
1220 SIP	✔
1230 SIP	✔
1403 digital	✔

Telephone	Native extensions (local extensions operating in the distributed branch user model)
1408 digital	✔
1416 digital	✔
1603	✔
1603SW	✔
1608	✔
1616	✔
1603SW-I	✔
1608-I	✔
1616-I	✔
BM32 (DSS)	✔[1]
2402D	✔
2410D	✔
2420	✔
3616 wireless	✔
3620 wireless	✔
3626 wireless	✔
3641 wireless	✔
3645 wireless	✔
3720 DECT R4	✔
3725 DECT R4	✔
3740 DECT R4	✔
3749 DECT R4	✔
3810 digital wireless	✔
4601	✔
4602IP	✔
4602SW	✔
4610IP	✔
4610SW	✔
4621	✔
4625	✔

Telephone	Native extensions (local extensions operating in the distributed branch user model)
5402	✔
5410	✔
5420	✔
EU24 (DSS)	✔[1]
5601	✔
5602IP	✔
5602SW	✔
5610IP	✔
5610SW	✔
5620	✔
5621	✔
EU24 BL (DSS)	✔[1]
9504 digital	✔
9508 digital	✔
9608	✔[2]
9611G	✔[2]
9621G	✔[2]
9641G	✔[2]
9620L	✔[2]
9620C	✔[2]
9630G	✔[2]
9640	✔[2]
9640G	✔[2]
9650	✔[2]
9650C	✔[2]
SBM24	✔[1]
Avaya 1010/1020/1030/1040 video conferencing units	✔
B149 conference phone	✔
B159 conference phone	✔
B179 conference phone	✔

Telephone	Native extensions (local extensions operating in the distributed branch user model)
BM12	✔[1]
BCM TDM sets: • DECT handsets 4xxx/7xxx series • T7316E • T7316 • T7406E • T7406 • T7208 • T7100 • T7000 • M7310 • M7310N • M7310+BLF • M7324 • M7324N • M7208 • M7208N • M7100 • M7100N • Audio conference unit • T24 KIM (Key Indicator Module for T7316)	✔
DevConnect–approved 3rd-party SIP audio and video endpoints	✔

[1] When connected to their respective telephones.

[2] Supported when running H.323 firmware; *not* supported when running SIP firmware.

New in this release

Avaya B5800 Branch Gateway Release 6.2 provides the following new features:

- **Centralized management provided by Avaya Aura® System Manager** — provides centralized management for single provisioning of native (local) users in distributed branch deployments. System Manager replaces the Network Management applications

that were used for centralized management in B5800 Branch Gateway R6.1. See Management on page 7 for more information.

- **Licensing** — support for centralized licensing by WebLM server. A single license file is generated in PLDS for multiple branches. License entitlements are shared among multiple B5800 Branch Gateways.
- **Heritage-Nortel branch migration to B5800 Branch Gateway** — support for Norstar and BCM digital T&M Series phones and 11xx/12xx phones running SIP 4.3. Support for B5800 Branch Gateway with CS 1000 R7.5 core in distributed branch deployments.

  Note:

  Integration of B5800 Branch Gateway with Communication Server 1000 is provided in a separate document. See *Implementing the Avaya B5800 Branch Gateway for a Communication Server 1000 Configuration*.

- **Voicemail** — support for Avaya Aura Messaging, Standalone Voice Mail, and CallPilot.

  Avaya Aura Messaging or CallPilot can be configured as the central voicemail system. With this option, you are still able to use Embedded Voicemail or Standalone Voice Mail at each branch to provide auto-attendant operation and announcements for waiting calls.

  Note:

  Release 6.2 does not support VMPro.

  Standalone Voice Mail provides additional port capacity (40 ports) provided on a Linux server. You must have a Linux server installed to use this option.

- **Endpoints** — support for the following new native phones (operating in distributed branch user model): 3740/3749 DECT R4; 3810 (digital wireless); 9504, 9508 (digital); 9611G; B149, B159 and B179 conference phones (former Konftel); 1120E, 1140E, 1220, 1230 (SIP); The following BCM digital phones: DECT handsets 4xxx/7xxx series, T7316E, T7316, T7406E, T7406, T7208, T7100, T7000, M7310, M7310N, M7310+BLF, M7324, M7324N, M7208, M7208N, M7100, M7100N, ACU (audio conference unit)
- **Contact Center** — support for Contact Center service interoperability. IP Agent or Avaya one-X® Agent in branch in Telecommuter mode with CC-Elite; calls transferred from B5800 Branch Gateway to contact center; B5800 Branch Gateway handling VoicePortal transfer with UUI in SIP.
- **Park and Page** — support for the Park and Page feature when the system voicemail type is configured as Embedded Voicemail or Standalone Voice Mail. Park and Page is also supported on systems where Avaya Aura Messaging, Modular Messaging over SIP, or CallPilot is configured as the central voicemail system and the local Embedded Voicemail provides auto attendant operation. The Park and Page feature allows a call to be parked while a page is made to a hunt group or extension.
- **Additional new features**:
  - **Enable voicemail instructions using DTMF** — support for enhanced voicemail continuity over the PSTN. Available for Avaya Aura Messaging or Modular

Messaging over SIP central voicemail systems, this feature facilitates getting the call to the specific mailbox rather than to the general prompt. When a PSTN number is configured, B5800 Branch Gateway will send voicemail calls to that PSTN number when Avaya Aura Session Manager is not available.

Note:

In Release 6.2, this feature is not available for CallPilot.

- **Export user tool** — for an R6.1 to R6.2 upgrade, support for exporting all users or selected users from a loaded configuration to an XML file that is then imported in Avaya Aura System Manager. During a B5800 Branch Gateway R6.1 to R6.2 upgrade, users are not automatically created in System Manager. After an R6.1 to R6.2 upgrade, B5800 Branch Gateway users are exported to a file and then the file is imported to System Manager.
- **Music on Hold** — administrator is able to change the Music on Hold. Supported audio file formats are PCM or WAW.

Chapter 2: Roadmap

This chapter provides a list of high-level tasks and a reference to the appropriate documents required to install and configure the Avaya B5800 Branch Gateway. Also provided is a list of supported telephones and the associated user guides, and additional documents that you may need to reference.

High-level tasks for B5800 Branch Gateway and Avaya Aura® configurations

Task	Document title	Document number
If you are going to connect the B5800 Branch Gateway to an enterprise over the WAN, Avaya Aura® Session Manager R6.1 or R6.2 must be installed and configured at the headquarters location.	• Installing and Configuring Avaya Aura® Session Manager • Administering Avaya Aura® Session Manager	• 03–603474 • 03-603324
If you are going to centrally manage the B5800 Branch Gateways, Avaya Aura® System Manager R6.2 must be installed and configured at the headquarters location.	Implementing Avaya Aura® System Manager	N/A
If you are going to use centralized licensing by WebLM, an Avaya Aura® System Manager WebLM server or a standalone WebLM server must be installed and configured. The WebLM server can be located at the headquarters location or anywhere in the network as long as the B5800 Branch Gateways can access it on the network.	Installing and Configuring Avaya WebLM Server	N/A
A stand-alone Secure Access Link (SAL) Gateway, R2.0 or higher, must be deployed.	Secure Access Link 2.1, SAL Gateway Implementation Guide	146775

Task	Document title	Document number
Note: System Platform's virtual SAL gateway is not supported.		
Trunking, voicemail, and station data must be gathered.	N/A	
The dial plan must be determined.	Avaya Aura® whitepaper on Dial Plan Best Practice	N/A
Avaya B5800 Branch Gateway must be installed and configured.	Implementing the Avaya B5800 Branch Gateway in an Avaya Aura® Configuration	18-603853

High-level tasks for B5800 Branch Gateway and CS 1000 configurations

Task	Document title	Document number
Avaya Communication Server 1000 R7.5 with SIP Line Gateway must be installed and configured at the headquarters location.	SIP Line Fundamentals – Avaya Communication Server 1000	NN43001-508
If you are going to connect the B5800 Branch Gateway to an enterprise over the WAN, Avaya Aura® Session Manager R6.1 or R6.2 must be installed and configured at the headquarters location.	• Installing and Configuring Avaya Aura® Session Manager • Administering Avaya Aura® Session Manager	• 03–603474 • 03-603324
If you are going to centrally manage the B5800 Branch Gateways, Avaya Aura® System Manager R6.2 must be installed and configured at the headquarters location.	Implementing Avaya Aura® System Manager	N/A
If you are going to use centralized licensing by WebLM, an Avaya Aura® System Manager WebLM server or a standalone WebLM server must be installed and	Installing and Configuring Avaya WebLM Server	N/A

Task	Document title	Document number
configured. The WebLM server can be located at the headquarters location or anywhere in the network as long as the B5800 Branch Gateways can access it on the network.		
A stand-alone Secure Access Link (SAL) Gateway, R2.0 or higher, must be deployed. **Note:** System Platform's virtual SAL gateway is not supported.	Secure Access Link 2.1, SAL Gateway Implementation Guide	146775
Trunking, voicemail, and station data must be gathered.	• IP Peer Networking Installation and Commissioning – Avaya Communication Server 1000 • Network Routing Service Fundamentals, Avaya Communication Server 1000	• NN43001-313 • NN43001-130
The dial plan must be determined.	• IP Peer Networking Installation and Commissioning – Avaya Communication Server 1000 • Network Routing Service Fundamentals, Avaya Communication Server 1000	• NN43001-313 • NN43001-130
Avaya B5800 Branch Gateway must be installed and configured.	Implementing the Avaya B5800 Branch Gateway in a Communication Server 1000 Configuration	03-604053

Related resources

User guides for supported telephones

The documents listed below are available on the Avaya support web site at http://support.avaya.com.

Telephone	User Guide	Quick Reference/Getting Started
1120E SIP	Avaya 1120E IP Deskphone User Guide, NN43112–103	Avaya 1120E IP Deskphone Getting Started, NN43112–100
1140E SIP	Avaya 1140E IP Deskphone User Guide, NN43113–106	Avaya 1140E IP Deskphone Getting Started, NN43113–103
1220 SIP	Avaya 1220 IP Deskphone with SIP Software User Guide – SIP Software Release 4.3, NN43170–101	N/A
1230 SIP	Avaya 1230 IP Deskphone with SIP Software User Guide – SIP Software Release 4.3, NN43170–102	N/A
1403, 1408, 1416	Avaya 1400 Series Digital Deskphone User Guide for Avaya Aura® Communication Manager, 16-603151	Avaya 1400 Series Digital Deskphone Quick Reference for Avaya Aura® Communication Manager, 16-603155
1603, 1603SW, 1603SW-I	• IP Office Release 6, 1403, 1603 Phone Reference Guide, 15-601013 • Avaya 1603/1603SW/1603-I/ 1603SW-I IP Deskphone User Guide, 16-601444 • Avaya one-X® Deskphone Value Edition SIP for 1603SW-I IP Deskphone User Guide, 16-603578	• IP Office 1603 IP Telephone Quick Reference Guide • Avaya 1603/1603SW/1603-I/ 1603SW-I IP Deskphone Quick Reference, 16-601445 • Avaya one-X® Deskphone Value Edition SIP for 1603SW-I IP Deskphone Quick Reference Quick Reference, 16-603584
1608, 1608-I	Avaya 1608/1608-I IP Deskphone User Guide, 16-601446	Avaya 1608/1608-I IP Deskphone Quick Reference, 16-601447
1616, 1616-I	Avaya 1616/1616-I IP Deskphone User Guide, 16-601448	Avaya 1616/1616-I IP Deskphone Quick Reference, 16-601449
2402D	2402 Digital Telephone User's Guide, 555-233-789	2402 Digital Telephone Quick Reference, 555-233-790
2410D	2410 Digital Telephone User's Guide Release 5, 16-300133	2410 Digital Telephone Quick Reference, 16-300134
2420	IP Office 2420/5420 Phone User Guide, 15-601127	IP Office 2420 Quick Reference Guide
3616, 3620, 3626	IP Office 3600 Series Wireless User Guide, 15-601104	N/A
3641, 3645	3641/3645 Wireless IP Telephone and Accessories User Guide, 21-601633	N/A

Telephone	User Guide	Quick Reference/Getting Started
3711	IP Office 3711 Phone User Guide, 15-601084	N/A
3720 DECT	Avaya 3720 DECT Telephone connected to Avaya Aura® Communication Manager and IP Office, 21-603360	3720 Quick Reference Guide
3725 DECT	Avaya 3725 DECT Telephone connected to Avaya Aura® Communication Manager and IP Office, 21-603358	3725 Quick Reference Guide
3740, 3749	Avaya 3740 and 3749 DECT Telephones connected to Avaya Aura® Communication Manager and IP Office User Guide, 21-603690	N/A
3810	Avaya 3810 Wireless Telephone Installation and Use, 16-300055	N/A
4601	4601 IP Telephone User Guide, 16-300043	4601 IP Telephone Quick Reference, 16-300044
4602IP	IP Office 4602/5602 Phone User Guide, 15-601076	IP Office 4602 Quick Reference Guide, 15-601112
4602SW	4602/4602SW SIP IP Telephone SIP Release 2.2 User Guide, 16-300035	4602/4602SW SIP IP Telephone Quick Reference, 16-300471
4610IP, 4610SW	4610SW IP Telephone User Guide, 555-233-784	IP Office 4610SW IP Quick Reference Guide
4621	IP Office 4620, 4621, 4625, 5620, 5621 Phone User Guide, 15-601123	IP Office 4621 Quick Reference Guide, 15-601115
4625	4625SW IP Telephone User Guide, 16-300306	4625SW IP Telephone Quick Reference Guide, 16-300307
5402	IP Office 2402/5402 Phone User Guide, 15-601075	IP Office 5402 Quick Reference Guide, 15-601129
5410	IP Office 5410/2410 Phone User Guide	IP Office 5410 Quick Reference Guide, 15-601128
5420	IP Office 2420/5420 Phone User Guide, 15-601127	IP Office 5420 Quick Reference Guide, 15-601127
EU24 (DSS)	IP Office 5620SW + EU24 User's Guide, 40DHB0002USEP	N/A
5601	IP Office 4601/5601 Phone User Guide, 15-601078	IP Office 5601 Quick Reference Guide, 15-601126

Telephone	User Guide	Quick Reference/Getting Started
5602IP, 5602SW	IP Office 4602/5602 Phone User Guide, 15-601076	IP Office 5602 Quick Reference Guide, 15-601125
5610IP, 5610SW	IP Office 4610 and 5610 User Guide, 15-601080	IP Office 5610 Quick Reference Guide, 15-601124
5620	IP Office 4620/5620 Phone User Guide, 15-601081	IP Office 5620 Quick Reference Guide, 15-601123
5621	IP Office 4620, 4621, 4625, 5620, 5621 Phone User Guide, 15-601123	IP Office 5621 Quick Reference Guide, 15-601105
9504, 9508	Avaya 9508 Series Digital Deskphone User Guide for Integral 5, 16-603553	N/A
9608, 9611G	• Avaya one-X® Deskphone H.323 9608/9611G User Guide, 16-603593 • Avaya one-X® Deskphone SIP for 9608/9611G IP Telephone User Guide, 16-603595	• Avaya one-X® Deskphone H.323 9608/9611G Quick Reference, 16-603598 • Avaya one-X® Deskphone SIP 9608/9611G Quick Reference, 16-603600
9620C, 9620L	• Avaya one-X® Deskphone SIP for 9620/9620C/9620L IP Telephone User Guide, 16-601945 • Avaya one-X® Deskphone Edition for 9620/9620C/9620L IP Telephone User Guide, 16-300699	• Avaya one-X® Deskphone SIP for 9620/9620C/ 9620L IP Telephone Quick Reference, 16-601947 • Avaya one-X® Deskphone Edition for 9620/9620C/9620L IP Telephone Quick Reference, 16-300702
9630G	Avaya one-X® Deskphone Edition for 9630/9630G IP Telephone User Guide, 16-300700	Avaya one-X® Deskphone Edition for 9630/9630G IP Telephone Quick Reference, 16-600913
9640, 9640G	Avaya one-X® Deskphone Edition for 9640/9640G IP Telephone User Guide, 16-601503	Avaya one-X® Deskphone Edition for 9640/9640G IP Telephone Quick Reference, 16-600983
9650, 9650C	Avaya one-X® Deskphone Edition for 9650/9650C IP Telephone User Guide, 16-600911	Avaya one-X® Deskphone Edition for 9650/9650C IP Telephone Quick Reference, 16-601693
9621G, 9641G	Avaya one-X® Deskphone H.323 9621G/ 9641G User Guide, 16-603594 **Note:** H.323 only; SIP version not supported in R6.2	Avaya one-X® Deskphone H.323 9621G/ 9641G Quick Reference, 16-603599 **Note:** H.323 only; SIP version not supported in R6.2

Telephone	User Guide	Quick Reference/Getting Started
BM12 button module	Avaya one-X® Deskphone BM12 Button Module User Guide, 16-603623	N/A
B149 conference phone	Avaya B149 Conference Phone User Guide, 16-603923	Avaya B149 Conference Phone Quick Reference, 16–603908
B159 conference phone	Avaya B159 Conference Phone User Guide, 16-603914	Avaya B159 Conference Phone Quick Reference, 16–603913
B179 conference phone	Avaya B179 SIP Conference Phone User Guide, 16-603918	Avaya B179 SIP Conference Phone Quick Reference, 16–603916
Avaya 1010/1020/1030/1040 video conferencing units	• Avaya 1010/1020 User Guide • Avaya Video Communications Systems User Guide, Avaya 1050, Avaya 1040, Avaya 1030	N/A
The following telephones are BCM TDM sets.		
4025	Nortel DECT Handset 4025 User Guide, N0035521	Nortel DECT Handset 4025 Quick Reference Card, N0032567
4027, 4070, 4075	Avaya 4027, 4070, and 4075 DECT Handsets User Guide, NN43120–122	• Avaya DECT 4027 and 4070 Handsets Quick Reference Card, NN43120–121 • Avaya DECT 4075 Handset Quick Reference Card, NN43120–124
4060	Nortel Networks DECT Handset 4060 User Guide, NN43120–105	Nortel DECT Handset 4060 Quick Reference Card, NN43120–104
4065R	Nortel Communication Server 1000 DECT Handset 4065R User Guide, NN3120–106	Nortel DECT Handset 4065R Quick Reference Card, NN43120–107
413X, 414X	Avaya DECT Handset 413X and 414X User Guide, 1412 5000–HD	N/A
4145x, 4146x	Avaya DECT Handset 4145x and 4146x User Guide, 14147700–HD	N/A
T7000	T7000 Telephone User Card, NN40110–105	N/A
T7100	T7100 Telephone User Card, NN40110–104	N/A
T7208	T7208 Telephone User Card, NN40110–106	N/A

Telephone	User Guide	Quick Reference/Getting Started
T7316	T7316E Telephone User Card	N/A
T7316E	T7316E Telephone User Card, NN40110–108	N/A
T7406	T7406 Telephone User Card	N/A
T7406E	T7406E Cordless Handset User Guide, NN40110–110	N/A

Additional documents for reference

The documents listed below are available on the Avaya support web site at http://support.avaya.com.

Document title	Document number
Administering Avaya Aura® System Manager	N/A
Administering Avaya Aura® Session Manager	03-603324
Implementing the Avaya B5800 Branch Gateway in an Avaya Aura® Configuration	18-603853
Implementing the Avaya B5800 Branch Gateway for a Communication Server 1000 Configuration	03-604053
Avaya IP Office Manager Release 6.2	15-601011
Implementing Embedded Voicemail for B5800 Branch Gateway Release 6.2	18-604098
Implementing Standalone Voice Mail for B5800 Branch Gateway Release 6.2	18-604088
Unified Communications Management, Common Services Fundamentals, Avaya Communication Server 1000	NN43001-116
Network Routing Service Fundamentals, Avaya Communication Server 1000	NN43001-130
Avaya CallPilot Administrator Guide	NN44200-601
CallPilot Telephone Administration Guide	NN40090-500

Document title	Document number
IP Peer Networking Installation and Commissioning – Avaya Communication Server 1000	NN43001-313
SIP Line Fundamentals – Avaya Communication Server 1000	NN43001-508
Element Manager System Reference – Administration	NN43001-632
Software Input Output Reference – Administration	NN43001-611
SIP Software for Avaya 1100 Series IP Deskphones – Administration	NN43170–600
SIP Software for Avaya 1200 Series IP Deskphones–Administration	NN43170–601

Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit http://www.youtube.com/AvayaMentor and do one of the following:

- Enter a key word or key words in the Search channel to search for a specific product or topic.
- Click the name of a playlist to scroll through the posted videos.

Web sites

Information to support B5800 Branch Gateway can be found on a number of web sites.

- Avaya (http://www.avaya.com)

  The official web site for Avaya. The front page also provides access to individual Avaya web sites for different countries.

- Avaya Enterprise Portal (http://partner.avaya.com)

  This is the official web site for all Avaya Business Partners. The site requires registration for a user name and password. Once accessed, the site portal can be individually customized for what products and information types you wish to see and to be notified about by email.

- Avaya Support (http://support.avaya.com)

  Contains documentation and other support materials for Avaya products.

- Avaya University (http://www.avaya-learning.com)

  This site provides access to the full range of Avaya training courses. That includes both on-line courses, course assessments and access to details of classroom based courses. The site requires users to register in order to provide the user with access to details of their training record.

- Avaya Community (http://www.aucommunity.com)

  This is the official discussion forum for Avaya product users. However it does not include any separate area for discussion of B5800 Branch Gateway issues.

Index

A

Additional documents for reference 26
Avaya Mentor videos 27

G

ggeneral information 27
    Web sites 27

H

High-level tasks 19, 20

L

legal notices 2

M

management 7

N

new in this release 15

R

related resources 27
    Avaya Mentor videos 27
Roadmap 19

S

supported telephones 12
System components 9

U

User guides for supported telephones 21

V

videos 27
    Avaya Mentor 27
Voicemail support options 9

W

Web sites 27